

Position Description

Program Manager Therapy & Assessment & Service Connect Services

Location:	Gold Coast	Reports To:	Regional Director
Award:	Social, Community, Home Care and Disability Services Industry Award, Level 8	Salary Range:	\$106,131 - \$110,303 per annum plus superannuation (pro-rata for part time)
Date Approved:	February 2021		

About us

Act for Kids is a prominent provider of free prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 25 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2019 - 2020 we provided services to 44,894 people, including over 29,000 children.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood, free from abuse and neglect.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We prioritise working with Aboriginal and Torres Strait Islander peoples to grow our cultural expertise and deliver excellent services to children, families and communities.
- We endeavour to provide a work environment that ensures the health, safety and wellbeing of all staff members is embedded in our everyday work practices.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values. You will be part of a **team** that is **professional, ethical, caring, courageous** and **collaborative** and we expect you to demonstrate these behaviours throughout your career with us.

About the position

Managing the Therapy and Assessment and Service Connect (ASC) services in Gold Coast to build the capacity of families in the region to care for and protect their children. Current services within this portfolio include Sexual Abuse Counselling Service, SafeCare, Assessment and Service Connect and the SMART Panel.

Key responsibilities

- Lead a team to deliver high quality outcomes within a performance planning and development culture.
- Manage risk for children and families engaging in the Therapy and ASC services.
- Implement and monitor Act for Kids Practice Procedures, Therapy Service Practice Procedures and all Quality Framework processes.
- Oversee the professional practice of the Therapy and ASC Services teams.
- Conduct case consultations primarily to Therapy and ASC teams, and other services as required.
- Actively participate in partnership and sector meetings to develop integrated service delivery for children and families.
- Coordinate and facilitate case review processes in conjunction with Senior Practitioner.

- Manage service delivery within the Board approved budget, approve budget expenditure and provide monthly reports against the budgets.
- Promote the role and function of the Therapy and ASC services to the community.
- Monitor intake, referral and engagement processes to meet output and outcome requirements.
- Maintain your professional skills and participate in professional development activities.
- Keep effective, timely and up-to-date internal and external data records and databases.
- Provide the Regional Director with therapy and ASC services' monthly and quarterly reports in compliance with service agreement and Act for Kids' requirements.
- Oversee brokerage approval and expenditure for SafeCare and ASC services.
- Ensure compliance with model for SafeCare Evidence Based trial.
- Comply with all Act for Kids policies and procedures.
- Maintain confidentiality and privacy in all matters relating to staff, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focused, values based team member and work collaboratively with other staff to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional, ethical, team oriented, caring, courageous* and *collaborative*.

About you

Qualifications

- Tertiary degree in a relevant discipline (allied health, social work, human services).
- Professional registration (if required).
- Membership of a relevant professional association (desirable).

Skills and experience

- At least 5 years' experience managing a multidisciplinary team in a similar environment.
- Highly developed knowledge of child protection issues and the child protection sector in Queensland.
- Experience and capacity to foster and maintain good working relationships with key stakeholders and the community
- Cultural awareness and an understanding of how to communicate and work effectively with families from different socio-economic and cultural backgrounds, including Aboriginal and Torres Strait Islander people.
- Ability to lead and build a strong, cohesive team in alignment with Act for Kids' values.
- Highly developed communication, problem solving and teamwork skills
- Ability to manage personal emotions and stress.
- Excellent time management and organisational skills.

Other requirements

- Eligibility for a Suitability Card for Child Related Employment (Blue Card registration) or exemption based on professional qualifications and registration.
- A current driver's licence.
- Applicants must be eligible to legally work in Australia and proof of eligibility may be requested.